

G-04204A-08-0571

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ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Richard MartinezPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2009 81218Date: 8/17/2009Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableFirst:Last:Complaint By: **Elmer****Short**Account Name: Elmer ShortHome: [REDACTED]Street: [REDACTED]Work: (000) 000-0000City: PhoenixCBR: [REDACTED]State: AZ Zip: [REDACTED]is: E-MailUtility Company: **Unisource ** Energy Services (UNS)**Division: GasContact Name: [REDACTED]Contact Phone: [REDACTED]Nature of Complaint:

(Docket No. G-04204A-08-0571)

Arizona Corporation Commission

DOCKETED

AUG 18 2009

DOCKETED BY [REDACTED]

8-9-2009

Arizona Corp Commission
Docket No. G-04204A-08-0571RECEIVED
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AZ CORP COMMISSION
DOCKET CONTROL

Well here we go again on service charge raise request. about 3 hears ago or so it was about a 165% request over 3 years, now its about 65% request raise over 3 years. There's no doubt in my mine that they deserve a raise.

I myself have over 40 years experiences working or involved with a natural gas utility and retired from one back east. (Washington Gas) in Washington D.C. area. I sat in and involved in hundreds of meetings over the years and almost all meeting it was brought up we got to get our service charges raised. The ideal or mind set was to get it high enough so there was enough money coming in to break even or make money even if not one cubic foot of gas was sold.

I think what's fair is a cost of leaving raise for next 3 years, adjusted each year.

All this started big time after the 2005-06 heating season. In Sept 05 after Katrina hit and nation was threatening with gas was going to go up from around \$5.00 per 1000 BTU's to around \$15.00 per 1000's BTU's wholesale cost to utilities. So starting the 05-06 winter season most everyone done something to their homes, or done some life style changes to cut down on therms used that winter and future winters.

I cut my home's therm use an average of 37% over the next 4 years. (05-06, 06-07, 07-08, & 08-09 winter use). Doing this I cut cost an average of 13% over those 4 winters. I'm at the end of the line on saving unless I spend major money for say a 95% plus furnace or solar. Some of the things I did was extra caulking, weather strips one door & window that were leaking air more than normal, electronic thermostat with set back over 10 degrees fahrenheit at nite. A new water heater with energy factor from .54 for old one to .60 for new one I installed , plus put extra insulation on it and I dry all clothes outside being being I have a gas dryer and retired

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so need the exercise anyway.

Being I can do the work myself, next year I will put in a 95% plus furame and some solar heating & hot water pre-heat. I'll do it based on if we have another Katrina type storm or not. With the cost of gas now around \$4.00 & may go to say \$7.00 in winter (1000 BTU'z) & health issues with me will help me make a decision weather to do those things or not. Heating & cooling contrators have terminal greed with their costs, you can never justify them doing the work even with the 30% tax credit. Their way is their cost times 3, so on a 8hr job they make 375.00 to 400.00 an hour on a job. The pay back just isn't there in my life time. Hopefully I would live that long but I dought it.

If you like to talk to someone with experience & knowledge of the gas business please give me a call 623-337-6484 my cell phone. I can tell you plenty & then some. Like I said they deserve a raise with cost of living like the rest of us, but when terminal greed kicks in we need to speak up. Sorry for the long letter, but it needed to be written. Look forward to hearing from you.

Thanks so much

Elmer Short

Cell [REDACTED]

e-mail [REDACTED]

P.S. I check the e-mail every week, not a puter person.

End of Complaint

Utilities' Response:

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End of Response

Investigator's Comments and Disposition:

I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Unisource ** Energy Services (UNS). Docket No.G-04204A-08-0571. FILE CLOSED.

End of Comments

Date Completed: 8/17/2009

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